



Discover Energy – Privacy Collection Statement

When you contact Discover Energy (ABN 20 619 204 750) (which may be via website, phone call, email or otherwise in writing), we collect the personal information you provide to us, which may include sensitive information depending on the nature of your enquiry. We use this information to respond to your enquiry, provide our services and for the purposes set out in our Privacy Policy and Credit Reporting Policy which are both available online at:

https://www.discoverenergy.com.au/help_and_support/terms_and_conditions

If you do not provide the requested information, we may not be able to respond to your enquiry (in full or at all) or provide our services to you.

Our Credit Reporting Policy contains information about:

- (a) how you may seek access to and correction of credit-related information we hold about you;
- (b) how you may make a complaint about the handling of your credit-related information, and how we will deal with that complaint; and
- (c) the third parties we are likely to disclose credit-related information to. We are assisted by third parties who assist us in operating our business, and some of those third parties are located overseas in countries such as New Zealand, China and Philippines.

In addition to the information contained in our privacy policy and credit reporting policy, our website contains a statement of notifiable matters here

https://www.discoverenergy.com.au/help_and_support/terms_and_conditions

The statement of notifiable matters includes information about credit reporting, including:

- (a) the credit reporting bodies to which we are likely to disclose your credit-related information;
- (b) when we are required or not to obtain your consent to make an information request with a credit reporting body (such as a credit check);
- (c) the circumstances in which your consent is, and is not, required before we make an information request about you with a credit reporting body (such as a credit check);
- (d) how information checks may affect you;
- (e) when we may disclose your information to a credit reporting body;
- (f) how you can obtain a copy of our credit reporting policy (including in an alternative form) and the credit reporting policy of the credit reporting bodies; and
- (g) the circumstances in which you can request credit reporting bodies not to use or disclose your credit-related information.

Our Privacy Policy and Credit Reporting Policy contains further information about how we collect, use, store and disclose your personal information, how you may seek access to and correction of your personal information, and how you may make a complaint about a breach of privacy. If you have any questions, please contact us at support@discoverenergy.com.au.